

FIG. 1

FIG. 2A

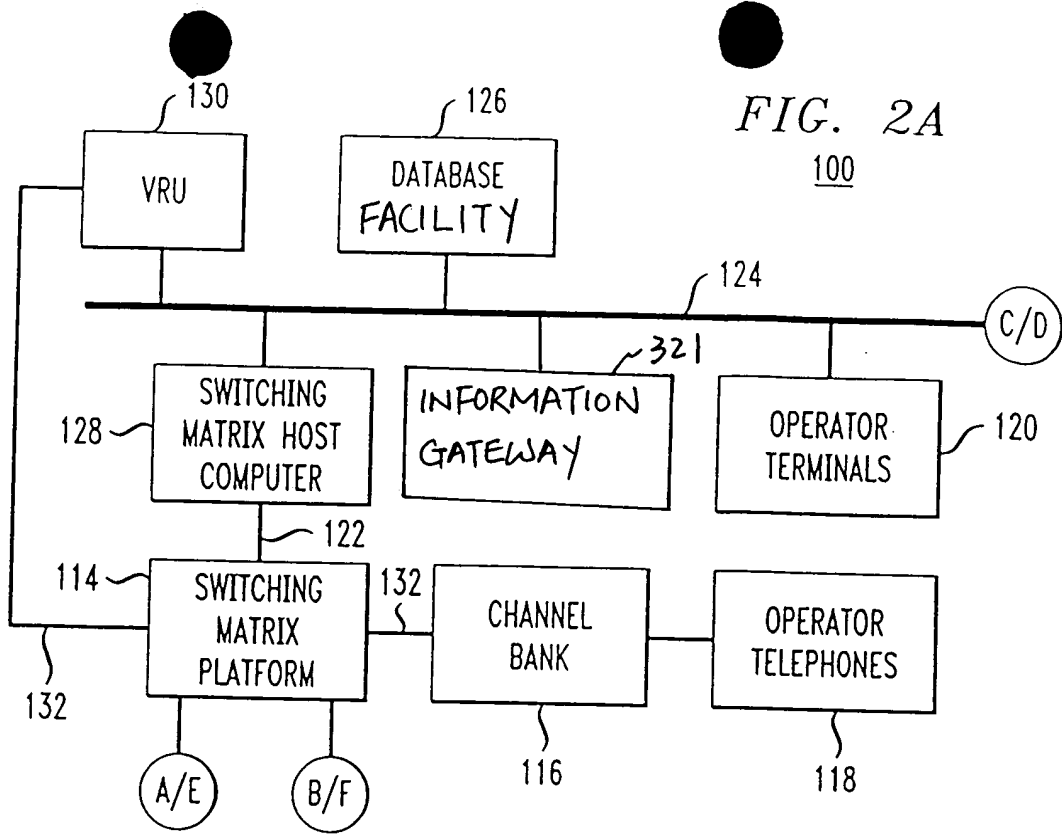
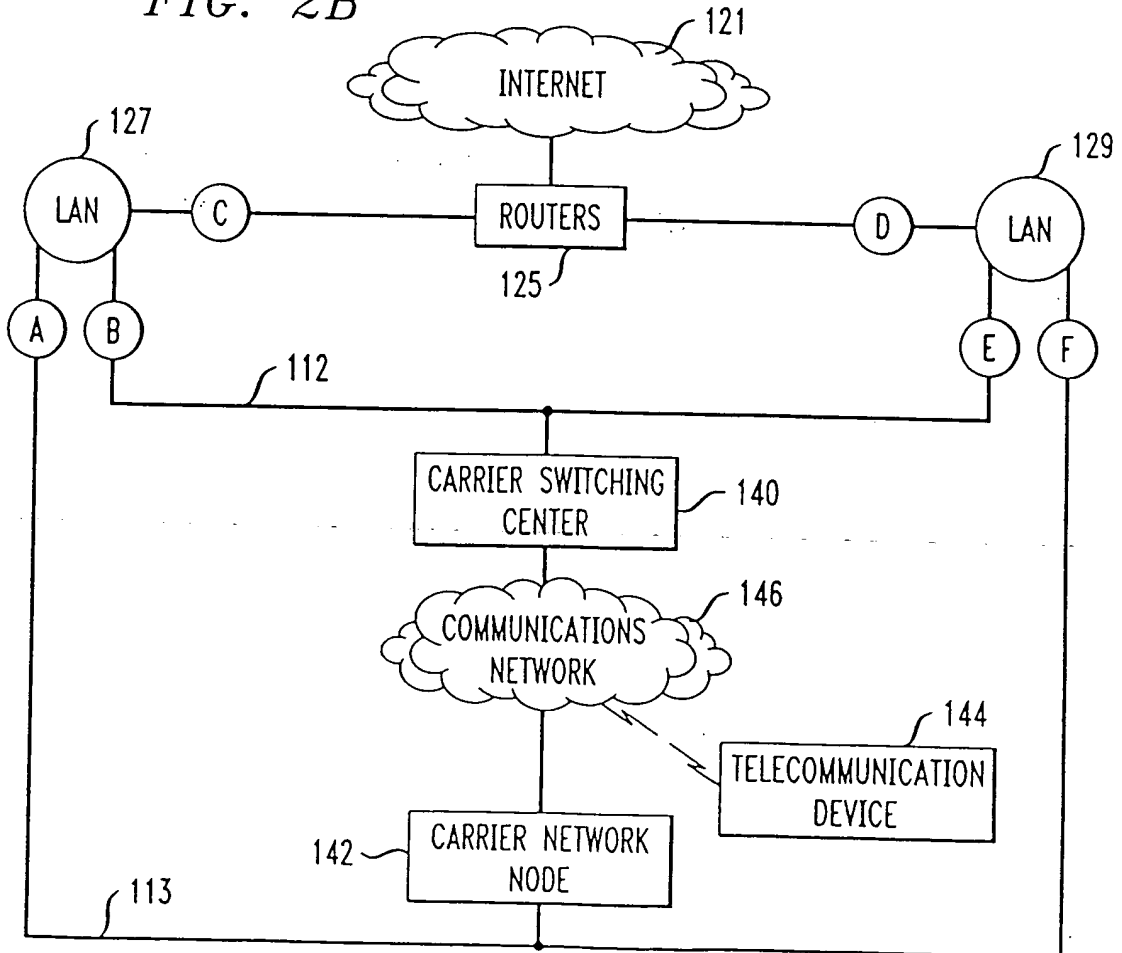


FIG. 2B



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202 Fig. 4: S53TSDOT

← 203 200 207 →
 EVENT_MONITOR_ID=nyc0tek99:20000829155959487:3300|SUBSCRIBER_MDN=6095585347|
 ← 209 * 211 * 213 * 217 →
 IN_SPAN=67|EVENT_CLASS_ID=30|CDR_CALL_SEQ_NMBR=nyc200008290000944C|NAME=star wars|
 ← 221 * 225 * 229 →
 IN_CHANNEL=4|OUT_CHANNEL=21|ESTABLISHMENT_NAME=xyz multiplex cinema|
 ← 231 * 233 * 235 * 237 * 239 →
 ADDRESS=1234 Broadway|CITY=new york|STATE=ny|CARRIER_ID=79|DATA_SOURCE_ID=2|
 ← 241 * 243 * 245 →
 EVENT_START_TIME=967579199|OPERATOR_LOGIN_ID=00140|EVENT_END_TIME=967579300|
 ← 247 * 249 →
 EVENT_TYPE_ID=15|OUT_SPAN=023|...

Fig. 4

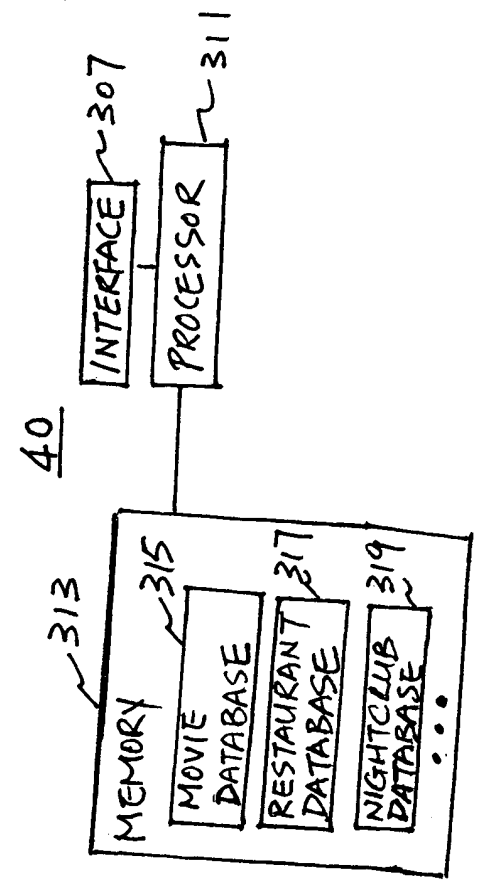


Fig. 5

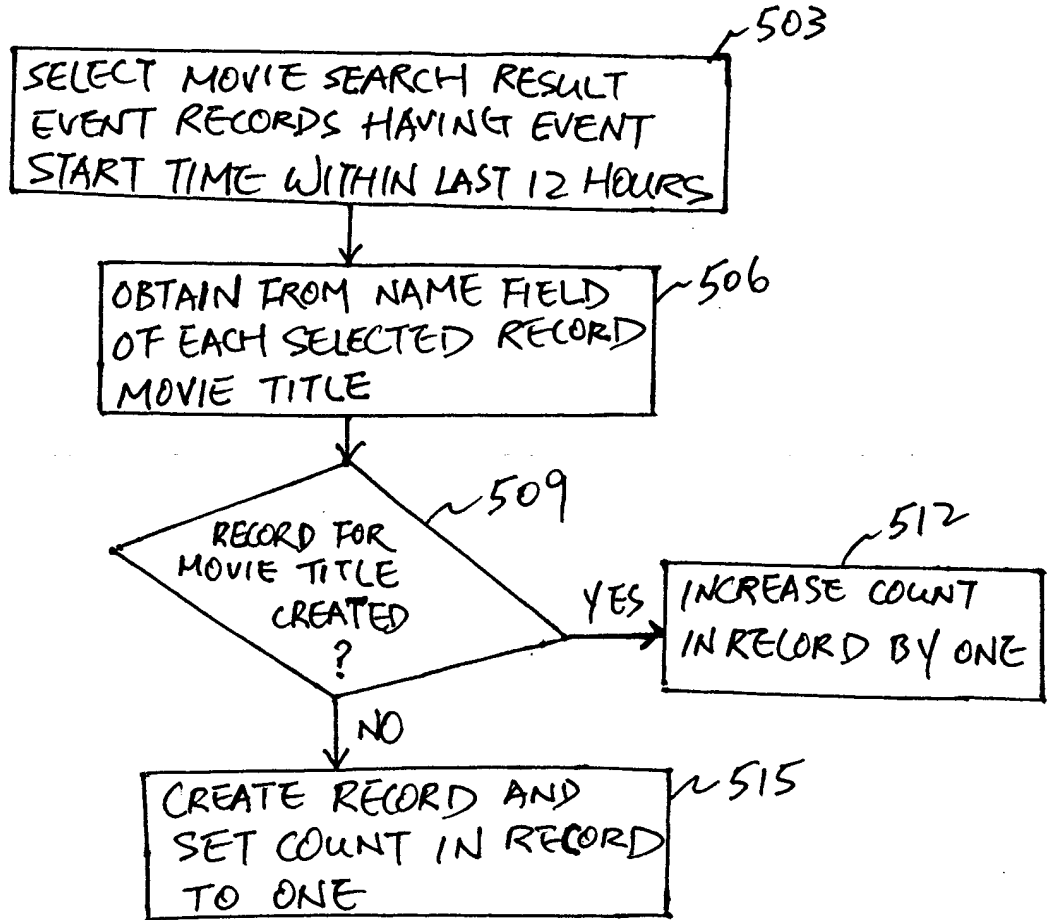
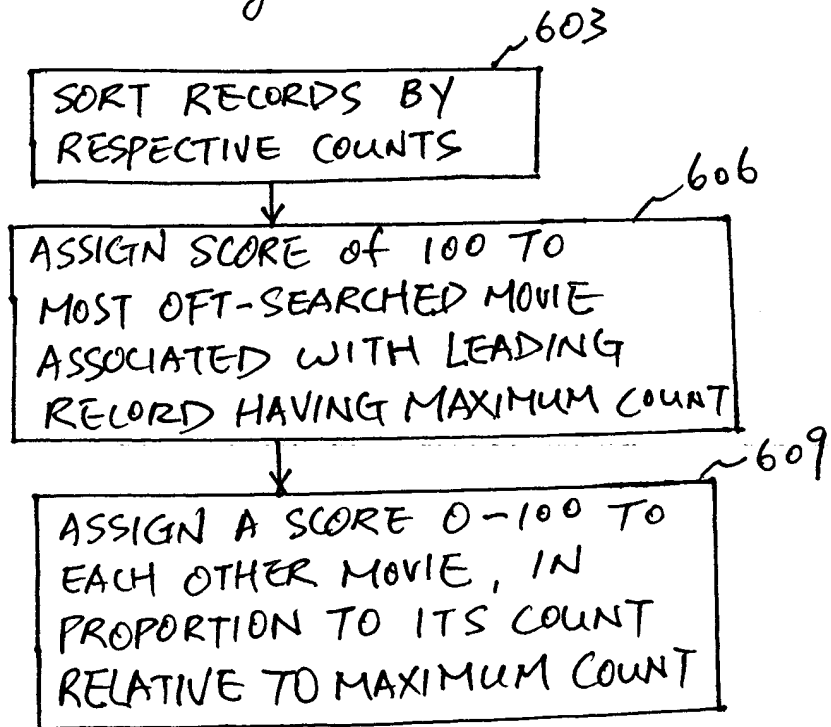
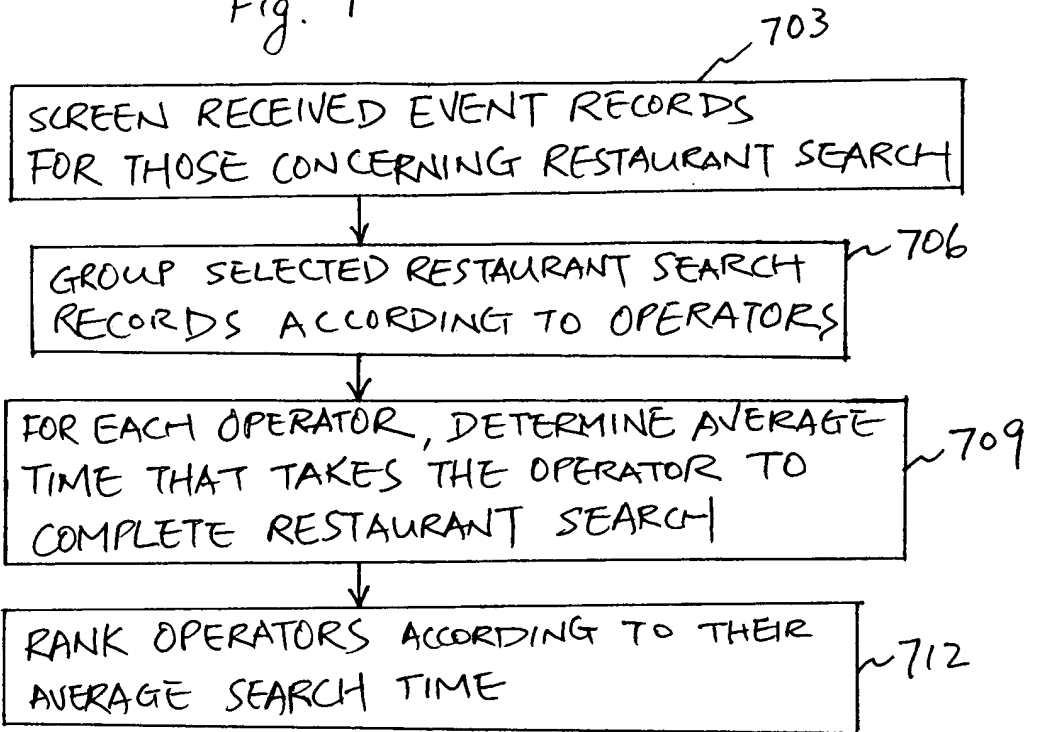


Fig. 6



10051998-01108
"BESTSOFT"

Fig. 7



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FIG. 8

LOGIN

PHONE NUMBER
OR USERNAME 801

PASSWORD 804

FIG. 9

Folder Name	Owner	View Appointments	View Contacts	Edit Appointments	Delete	Subscribers
<input type="checkbox"/> Company Calendar	Joe Smith	<input type="button" value="View Appointments"/>	<input type="button" value="View Contacts"/>	<input type="button" value="Edit Appointments"/>	<input type="button" value="Delete"/>	<input type="button" value="Subscribers"/>
<input type="checkbox"/> Company Contacts	Joe Smith					
<input type="checkbox"/> My Appointments	USER					
<input type="checkbox"/> My Contacts	USER					

915

907
909

FIG. 10

1005

NAME	HOME	BUSINESS	MOBILE		
BOB	709-166-5555	555-444-3333	709-123-4567	MORE	EDIT
MARY LAMB	709-133-2977	555-222-7777	709-890-1234	MORE	EDIT
BAT MAN	555-666-0000	646-111-0000	646-555-6789	MORE	EDIT
⋮	⋮	⋮	⋮		

Fig. 11

1103
 READ USER'S TELEPHONE NUMBER FROM SUBSCRIBER_MDN FIELD OF RECORD

1106
 RETRIEVE USER DATA WEB PAGE IDENTIFIED BY USER'S TELEPHONE NUMBER

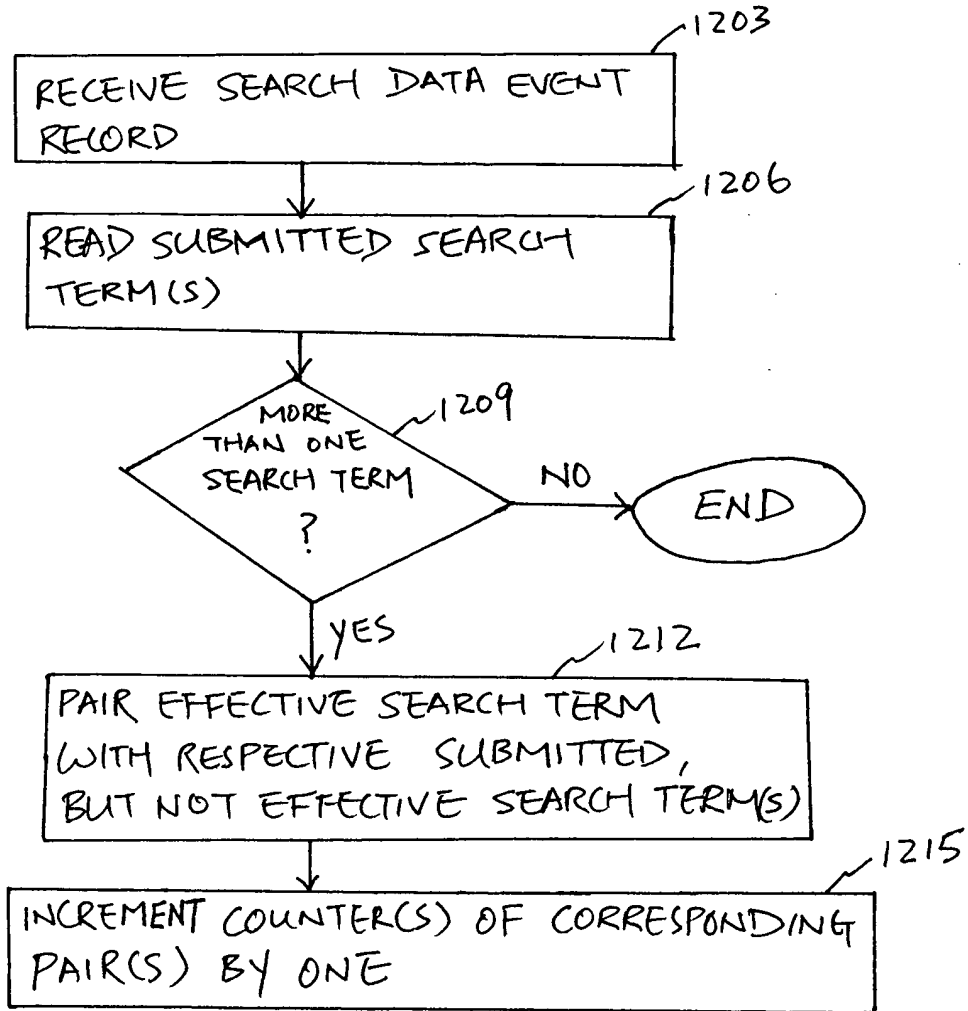
1109
 UPDATE FIRST LIST BY INCLUDING CONNECTION INFORMATION AT TOP OF LIST, AND REMOVING (X+1)th CONNECTION INFORMATION AT BOTTOM OF LIST

1112
 UPDATE TABLE CONTAINING COUNTS OF ASSISTED TELEPHONE CONNECTIONS MADE TO DIFFERENT TELEPHONE NUMBERS OVER PREDETERMINED PERIOD

1115
 RANK TELEPHONE NUMBERS BASED ON QUANTITIES OF ASSISTED CONNECTIONS TO SUCH TELEPHONE NUMBERS

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Fig. 12



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